

Wright's Plumbing & Utilities, Inc.

109 Mallard Cove Ct.

Chapin, SC 29036

803-600-6051

## 103-823.2 Protection of Customer Data

### Section H. Public Utility Guidelines

Wright's Plumbing & Utilities, Inc. has no electronic copy of customer data. All data is in a paper copy locked in a filing cabinet with name, date of occupancy and a billing address if different from the service address. If a customer requests a disconnection due to selling a property, paperwork is stored for the required time of record keeping.

(a) Customer Notice and Awareness-

Wright's Plumbing & Utilities, Inc. will hand deliver this letter this Customers..

(b) Customer Choice and Consent-

Wright's Plumbing & Utilities, Inc. does not share any customer information with a third party. If at some point in the future this policy was changed, any and all customers would be notified and given 60 days to opt out of sharing this information.

(c) Customer Data Access-

Any customer needing access to any and all data held at Wright's Plumbing & Utilities, Inc. can call and request a copy at any time during business hours 8-5 Monday-Friday.

(d) Data Quality and Security Procedures and Measures

If a customer moves out or requests cancellation of service, all paperwork associated with that customer is stored for the required time records are to be kept.

(e) Public Utility Accountability and Auditing-

Wright's Plumbing & Utilities, Inc. does not share any data with a third party. Any and all new employees are trained with these policies. If an employee is found giving any customer data to anyone outside of the company or the customer requesting a copy of his/her information, the employee will be removed from the company immediately.

(f) Frequency of Notice to Customers-

Going forward, Wright's Plumbing & Utilities, Inc. will notify customers on the water bill if there is a plan to open a website.

(g) Due Diligence Exercised by Utility When Sharing Customer Data with Third Parties-

Wright's Plumbing & Utilities, Inc. does not share any data with third parties.

If you have any questions regarding these policies, please call us at 803-600-6051.

Thank you,

Wright's Plumbing & Utilities, Inc.

**Adams, Hope**

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**From:** Wright Phillips <[REDACTED]>  
**Sent:** Thursday, March 31, 2022 12:54 PM  
**To:** PSC\_Contact  
**Subject:** Fwd: FW: [External] Fwd: DataProtection  
**Attachments:** Wright's Plumbing Protection of Customer Data March 2022].docx

----- Forwarded message -----

**From:** Campbell, Chad <ccampbell@ors.sc.gov>  
**Date:** Thu, Mar 31, 2022 at 12:50 PM  
**Subject:** FW: [External] Fwd: DataProtection  
**To:** wrightphillips@gmail.com <wrightphillips@gmail.com>

Wright,

Could you forward to the PSC at contact@psc.sc.gov so its gets filed in the Docket?

Sincerely,

Chad Campbell  
 Office of Regulatory Staff  
 803-737-5194

-----Original Message-----

**From:** Wright Phillips <[REDACTED]>  
**Sent:** Thursday, March 31, 2022 12:42 PM  
**To:** Campbell, Chad <ccampbell@ors.sc.gov>  
**Subject:** [External] Fwd: DataProtection

Let me know if this will work. I thought I sent it to you as well earlier..  
 Thanks Wright

----- Forwarded message -----

**From:** Wright Phillips <[REDACTED]>  
**Date:** Thu, Mar 31, 2022 at 11:29 AM  
**Subject:** DataProtection  
**To:** Gmail 2 <[REDACTED]>

Sent from Mail for Windows